



THOMAS L. GARTHWAITE, M.D.
Director and Chief Medical Officer

FRED LEAF
Chief Operating Officer

COUNTY OF LOS ANGELES
DEPARTMENT OF HEALTH SERVICES
313 N. Figueroa, Los Angeles, CA 90012
(213) 240-8101

BOARD OF SUPERVISORS

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Yvonne Brathwaite Burke
Second District

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Fourth District

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April 28, 2005

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Avenue
Los Angeles, CA 90012

Dear Supervisors:

**ACCEPTANCE OF A LETTER OF AWARD FROM THE UNIVERSITY OF
CALIFORNIA, SAN FRANCISCO, CENTER FOR HEALTH PROFESSIONS, TO
SUPPORT A "LEADING ORGANIZATIONAL CHANGE: ADVANCING QUALITY
THROUGH CULTURALLY RESPONSIVE CARE" PROJECT**

(All Districts) (3 Votes)

IT IS RECOMMENDED THAT YOUR BOARD:

1. Authorize the Director of Health Services, or his designee, to accept a Letter of Award (LOA) from the University of California, San Francisco (UCSF), Center for Health Professions, to support a "Leading Organizational Change: Advancing Quality through Culturally Responsive Care" project at the Los Angeles County + University of Southern California Healthcare Network (LAC+USC) in the amount of \$50,000, for the period of February 1, 2005 through December 31, 2005, at no net County cost.
2. Delegate authority to the Director of Health Services, or his designee, to accept subsequent LOAs, for the period of February 1, 2005 through December 31, 2005, substantially similar to this LOA, which do not exceed 25% of the LOA base award, subject to review and approval by County Counsel.

PURPOSE/JUSTIFICATION OF THE RECOMMENDED ACTIONS:

The purpose of the recommended actions is to allow LAC+USC to accept an award from UCSF, Center for Health Professions (CFHP), in the amount of \$50,000, to implement a program to build LAC+USC employee awareness and responsiveness to the cultural and linguistic needs of

the patients they serve. The award will be used to provide valuable training to approximately 80 supervisors and managers in the area of cultural and linguistic standards, and approximately 120 bilingual staff in interpreter skills, to better serve LAC+USC patients.

FISCAL IMPACT/FINANCING:

There is no net County cost. The \$50,000 award will be utilized to offset various costs needed to train LAC+USC staff in cultural and linguistic standards and to train bilingual staff in interpreter skills for the period from February 1, 2005 through December 31, 2005.

The Department plans to return to the Board to file an overall appropriation adjustment for LAC+USC, which will include this LOA, if necessary.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS:

On October 5, 2004, LAC+USC submitted a grant application to UCSF, CFHP. On January 20, 2005, LAC+USC was formally awarded a grant of \$50,000.

The CFHP was established in 1998 to bring together academic centers, health plans and community-based practices to improve contemporary health care practices. The CFHP funds activities which implement organizational strategies that advance health care efforts through the promotion of cultural and linguistic standards, based on the recognition that the true integration of cultural competency in the provision of health care services recognizes and uses system-based approaches for achieving change.

LAC+USC, in collaboration with the DHS Office of Diversity Programs, is coordinating activities that promote diversity and cultural competency in the work setting and in the provision of health care services. Grant funding received under this action will be used to develop and conduct pilot test training programs based on DHS Cultural and Linguistic Competency (C&LC) Standards and interpreter skills training. The DHS C&LC Standards are consistent with State and Federal policies and regulations and have been reviewed by County Counsel.

Attachment A provides additional information.

CONTRACTING PROCESS:

It is not appropriate to advertise grant awards on the Los Angeles (L.A.) County Website as a contract/business opportunity.

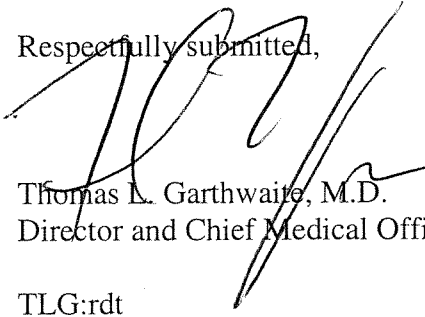
The Honorable Board of Supervisors
April 28, 2005
Page 3

IMPACT ON CURRENT SERVICES:

Approval of the recommended action will assist in training and developing cultural and linguistic standards for use by LAC+USC health professionals and bilingual program staff in serving County patients.

When approved, this Department requires the original and three signed copies of the Board's action.

Respectfully submitted,



Thomas L. Garthwaite, M.D.
Director and Chief Medical Officer

TLG:rdt

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors

BLETRCD3771.rdt

SUMMARY OF AGREEMENT

1. TYPE OF SERVICE:

LAC+USC Healthcare Network (LAC+USC), Leading Organizational Change:
Advancing Quality through Culturally Responsive Care project.

2. AGENCY ADDRESS AND CONTACT PERSON:

University of California, San Francisco
Center for Health Professions
3333 California Street, Suite 410
San Francisco, California 91118
Attention:
Telephone: (415 476-8181
Facsimile Number: (415) 474-4113
electronic mail: futurehealth.ucd.edu

3. TERM:

February 1, 2005 through December 31, 2005.

4. FINANCIAL INFORMATION:

There is no net County cost. The \$50,000 award funding will be utilized to offset various costs needed to train LAC+USC staff in cultural and linguistic standards and to train bilingual staff in interpreter skills for the period from February 1, 2005 through December 31, 2005. The Department plans to return to the Board to file an overall appropriation adjustment for LAC+USC, which will include this LOA, at a later date.

5. ACCOUNTABLE FOR MONITORING AND EVALUATION:

Pete Delgado, Chief Executive Officer, LAC+USC Healthcare Network.

6. APPROVALS:

LAC+USC Healthcare Network: Pete Delgado, Chief Executive Officer

Contracts and Grants Division: Cara O'Neill, Chief

County Counsel (approval as to form): Kelly Auerbach-Hassel, Deputy County Counsel

University of California
San Francisco



Center for the Health Professions

1333 California Street,
Suite 410
San Francisco, CA 94118
tel: (415) 476-8181
ext: (415) 476-4113
www.futurehealth.ucsf.edu

January 20, 2005

Mr. Pete Delgado
Chief Executive Officer
LAC + USC Healthcare Network
1200 North State Street, Room 1112
Los Angeles, CA 90033

Pete
Dear Mr. Delgado:

As part of our project, LEADing Organizational Change: Advancing Quality through Culturally Responsive Care, it is my pleasure to inform you that we are awarding funding to LAC + USC Healthcare Network to implement its program to "build employee awareness and responsiveness to cultural and linguistic needs of its customers." The award is for \$50,000.

The project will commence on February 1, 2005 and conclude by December 31, 2005. We will expect a final project report one month after the completion date on January 31, 2006. To access your funds, we are requesting that LAC + USC Healthcare Network send us invoices on a quarterly basis. We will forward information about this process under separate cover.

If you have any questions, please contact Indria Cooper at (415) 502-7979.

We wish you every success with your project and look forward to working with you.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sunita".

Sunita Mutha, MD
Program Director
LEAD Program

cc: Fernando Bravo